VOLUME VIII, NUMBER 2 August 1991

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Annual Safety Banquet Slated

Don't miss the Eighth Annual Safety Awards Banquet scheduled for Saturday, August 17th, at the Presidio Officers' Club.

No-host cocktails will begin at 6:00 p.m., followed by dinner at 7:00, the presentation of awards, and a dance to cap off the evening.

Each year, drivers who have earned Safe Driver Awards for operating Muni vehicles for at least 15 years without an avoidable accident are saluted at the Safety Awards Banquet. This year, 206 operators with safe driving records from 15 to 31 years will be honored. That's an increase of 33 from last year's Safe Driver Award recipients.

If you haven't already done so, get your tickets from either Division Superintendents or Division Chairpersons. Award winners plus one guest will be admitted free. Additional tickets may be purchased for $25 apiece.

The Safety Awards Banquet is organized by the Joint Labor Management Board, a cooperative program of Muni and the Transport Workers Union, Local 250 A. The banquet is funded through donations to the Community Affairs Department Awards Fund.

Look in the September issue of the *Muni Memo* for a complete list of award winners.

Two New Deputies Named

Muni General Manager Johnny Stein has announced the appointment of two new deputy general managers. Kathy Gilbert has been named the Deputy General Manager of Transportation and Philip Chin has been named the Deputy General Manager of Administration.

Ms. Gilbert has been with Muni since 1976, when she was hired as a transit operator. She brings to her current position a wealth of experience and knowledge, having climbed steadily up the ladder attaining increasingly responsible supervisorial and management positions. She has been a street inspector, a training instructor, a claims investigator, and an assistant division superintendent. She has also held the position of Deputy General Superintendent of Surface Transportation, and prior to her present appointment, she had been General Superintendent of Surface Transportation for three years, managing over 2000 employees, the delivery of service on 73 diesel and trolley coach lines and an $108 million operating budget.

Photo: Carmen Magana

General Manager Johnny Stein and his deputy general managers: (l to r) Kathy Gilbert (Transportation); Phil Chin (Administration); Ed Pearson (Engineering) and Phil Adams (Maintenance).

Ms. Gilbert holds a Bachelor of Arts degree in Psychology and English from the University of Rochester in Rochester, New York. She also has a Master of Arts in Social Psychology from Cornell University in Ithaca, New York. She has been a member of the Commission on the Status of Women/ Mayor's Task Force on Women in Non-Traditional Roles; a member of the SFPUC's Women Managers Group, and Chair of the Child Care Task Force.

Mr. Chin also brings strong management and administrative experience to his new position. Prior to coming to Muni, he was Director of the San Francisco Parking Authority/ Acting Director of Operations for the San Francisco Department of Parking and Traffic for the last two years, overseeing the City's 33 public parking facilities. However, this is not his first experience with

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Management Message

The following message is reprinted from "The Pryor Report," July 1991.

Finding Good Soldiers

"People respond favorably to praise for a job well done. Praise reassures them that they're a vital part of the company team. It encourages them to repeat good performance.

During the early training days of World War II, Gen. George Patton used the following method to provide recognition for his troops: Every day he watched for examples of 'good soldiering'. Patton would then honor the man and his unit by announcing to the entire company over the command radio that he had found "a damned good soldier today."

He would tell what he'd seen the soldier do, give the soldier's name and his unit's. In response to this individual recognition, his 20,000 soldiers became known for giving their best efforts.

Consultant William H. Franklin describes a similar method one executive uses to reinforce productivity among his staff. The executive keeps a pad of blue paper on his desk that says: "I like and appreciate _____ because_____." When the occasion merits it, he fills one in, signs his name, dates it and sends it through the interoffice mail—never inside an envelope. When employees see those blue slips of paper, they know someone has done a good job and are inspired themselves.

Why don't we all give frequent praise? Most managers are problem specialists. They're busy solving problems. For instance, when you call someone on the telephone, you don't exclaim, "Isn't science great!" But if the telephone doesn't work, you get upset and complain. The machine didn't do what it was supposed to do.

That's how too many managers treat their employees. If they do what they're supposed to do, nothing is said. If they don't do what they're supposed to, managers speak up.

But people aren't machines. If you don't reinforce good results, you won't get them."

Johnny Stein
General Manager

Editor's Box

Dear Reader,

You'll note that in this issue, we've resurrected the "Transitions" column. "Transitions" is meant to deal with reassignments, hirings, retirements, and deaths. Please let the *Muni Memo* know about any such items in your department. Thanks.

Sincerely,
Anne Milner
Editor

Employee Notice

Gold Awards

In September and October, General Manager Johnny Stein will present the 1991 Gold Awards to the top 12 percent of Muni's workforce. Nomination forms have been distributed to department supervisors. All Muni employees are eligible for Gold Awards and can be nominated by anyone. If you think a fellow employee deserves a Gold Award, please use the nomination form to indicate who that person is and return it to your supervisor immediately.

Old Muni Badges Sought

Attention Muni employees and retirees: a transit historian from the Los Angeles area, named Roy Fizer, is looking for old Muni badges from the thirties and forties. He says he is willing to pay $100-$150 for a badge. If you have any old badges and are interested in selling them, you can contact Roy Fizer at (213) 735-9145 or write to him at 1254 36th Street, Los Angeles, CA 90007.

Attention Muni Bowlers!

You can help adult and teen non-readers achieve literacy by participating in the Literacy Volunteers of America-California Bowl-A-Thon set for Saturday, September 14th from 1:00 to

4:00 p.m. at three Bay Area bowling lanes. Funds raised will be used to train tutors, produce instructional materials and provide assistance to community literacy programs. Five bowlers make up a team and bowlers collect sponsor pledges on either a donation or a "per pin" basis. All bowlers are eligible to win exciting door prizes and those raising the most money might also win two round trip tickets on America West Airlines to a ski resort. Help stamp out illiteracy! For information, contact Jonathan Staub 540-1241.

Job File

2320 Registered Nurse, San Francisco General Hospital, $46,64-$53,972 annually; applications accepted on a continuous basis, apply immediately. For info, call 821-8503; **2320 Registered Nurse**, Laguna Honda Hospital; same salary and application conditions as above. For info, call 664-2311; **2320 Registered Nurse**, Jail Medical Service; same salary and application conditions as above. For info, call 255-3472. Note: the timing of Civil Service and PUC job announcements and the publication of the *Muni Memo* often do not coincide. For up-to-date information on City positions and their application deadlines, please call the Civil Service Hotline at 557-4888 or the PUC Hotline at 554-1669. Both are updated on Thursday afternoons.

Congrats!

The Division Operators of the Month for July were:

Cable Car:	Edward Pay
Flynn:	Audrey Franklin
Green:	Cleon Fleming
Kirkland:	Cherk Yee
Potrero:	Abdol Chalak
Presidio:	Overlin Mack
Woods:	Carlton Perrilliat

Unsung Hero

Fannie Lee Lowe

1446 Secretary II, Service Planning Department

BACKGROUND: Fannie Lee was born and brought up in Pocatello, Idaho. She attended elementary and high school there and then went on to obtain her Bachelor of Arts in Psychology from Idaho State University. After graduating, she went to New York, where she attended the American Theatre Wing, the theatrical school that hands out the Tony Awards for outstanding theatre performance. During that time, she came to San Francisco for what was supposed to be a two-week vacation — fully intending to return to New York — and stayed for 30 years.

Photo: Gretchen Hildner

Fannie Lee Lowe.

After deciding to stay in San Francisco, she became involved in the Ballet Afro-Haiti in the Western Addition while working a series of office jobs to pay the rent and allow her to pursue her creative endeavors. She attended Lone Mountain College and obtained a Master of Arts in Creative Writing and a Minor in Jazz Performance. She wrote and self-published two books, one titled *Real*, a book of poetry, and the other titled *Swing Lowe*, a collection of short stories. She marketed them in Marcus Bookstore, a black bookstore on Fillmore and quips, "I basically sold them to my friends." Fannie Lee currently has a novelette in progress and is also a jazz singer. Her last performance was at San Francisco State during Black History Month in the spring of 1990, when she did a repertoire of standard jazz tunes.

Fannie Lee has worked for Muni for almost three years, starting out in Service Planning in 1989. Before coming to Muni, she worked for eight years at KRON TV as an administrative assistant, engineering assistant and stage manager in the programming department. She says she jumped from the corporate world of KRON to Civil Service because she was tired of "counting seconds."

FAMILY: Fannie Lee has one grown daughter, Megan, a second daughter, Rukiya who is 16 years old, and two grandchildren, Demarco, 14 months and Annaleise, three months, all of whom live with her.

WHY MY JOB IS IMPORTANT: Muni basically provides transportation to people without cars. Extensive and careful planning ensures the best service possible.

WHY I LIKE WHAT I DO: Basically, I like the people I work with. Who cares about the typing and Xeroxing? People are what it's all about for me.

SOMETHING NOT MANY PEOPLE KNOW ABOUT ME: I have a very shy and private side. Nobody sees it or believes it.

HOBBIES: Writing, performing, and singing, and they have to remain hobbies so I can pay the rent. Trying to save the world so that my grandchildren will have somewhere to play.

WORDS OF WISDOM/PHILOSOPHY: If we all live on a planet the size of a marble relative to the galaxy, what's the problem?

Awards

July Systemwide Operator of the Month

Name:	Richard Smith
Division:	Green
Years with Muni:	29
Background:	
Birthplace:	Louisiana
Education:	Mission High School; two years at University of California, Berkeley
Previous Employment:	Four years in U.S. Air Force
Marital Status:	Married to Jacqueline for 27 years. She is a supervisor at Power Up! Software in San Mateo
Children:	Richard, 14; Rickelle, 23; and Gwendolyn, 28
Hobbies and Interests:	Bowling, dominoes, cards and travel
Words of Wisdom:	"Avoid stress by never sweating the small things."

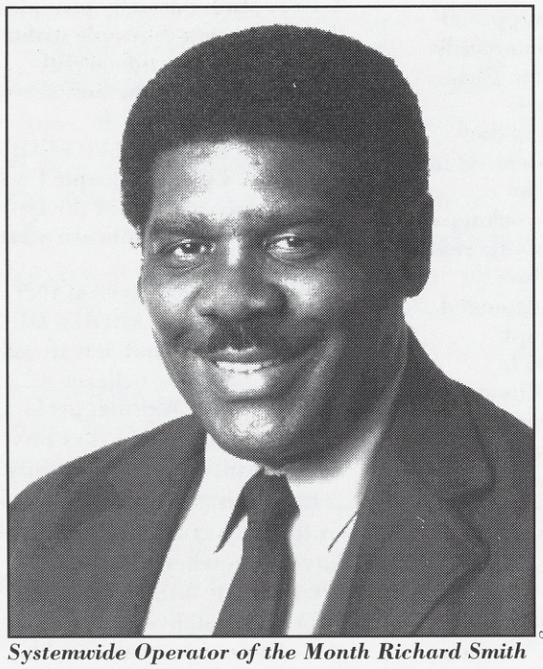

Photo: Kurt Wong

Systemwide Operator of the Month Richard Smith of Green Division.

Photo: Kurt Wong

Operator of the Month Runner-Up Margaret Ellis of Green Division.

July Systemwide Operator of the Month Runner-Up

Name:	Margaret Ellis
Division:	Green
Years with Muni:	11
Background:	
Birthplace:	Dallas, Texas
Education:	High School in Dallas
Previous Employment:	Radiation therapist assistant at St. Francis Hospital
Marital Status:	Single
Children:	Michael, Kenneth, Alisa and five grandchildren
Hobbies & Interests:	Exercising, walking and reading
Words of Wisdom:	"I try to treat people as I like to be treated."

Awards

July Maintenance Worker of the Month

Name:	Tony Tufo
Position:	Electric Transit Mechanic 7379 working as Hazardous Materials Safety Department Coordinator in MESH (Muni Environmental Safety Health)
Division:	Green
Years with Muni:	6
Background:	
Birthplace:	San Francisco
Education:	Attended City College of SF and San Francisco State University
Previous Employment:	City of San Francisco Purchasing Department (police vehicle maintenance)
Hobbies and Interests:	Tennis, drawing, music, collecting model cars, and watching pro sports
Marital Status:	Divorced
Children:	Adult daughter, Laura; Dominic, 15; and Michelle, 13
Words of Wisdom:	"Be a team player."

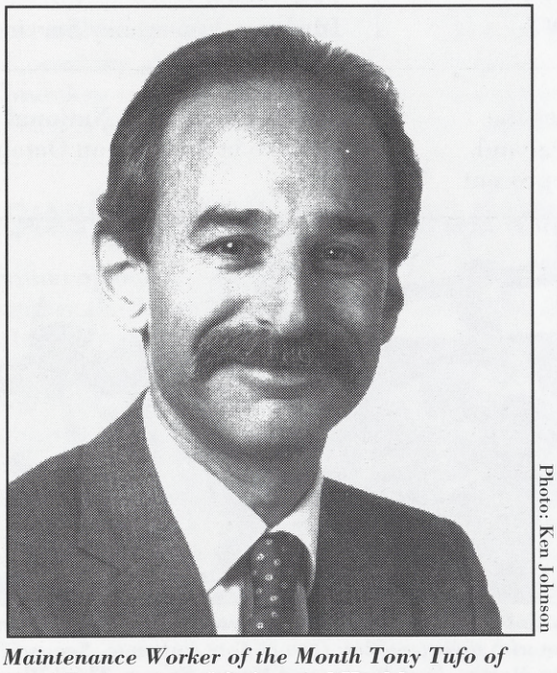

Photo: Ken Johnson

Maintenance Worker of the Month Tony Tufo of Muni Environmental Safety and Health.

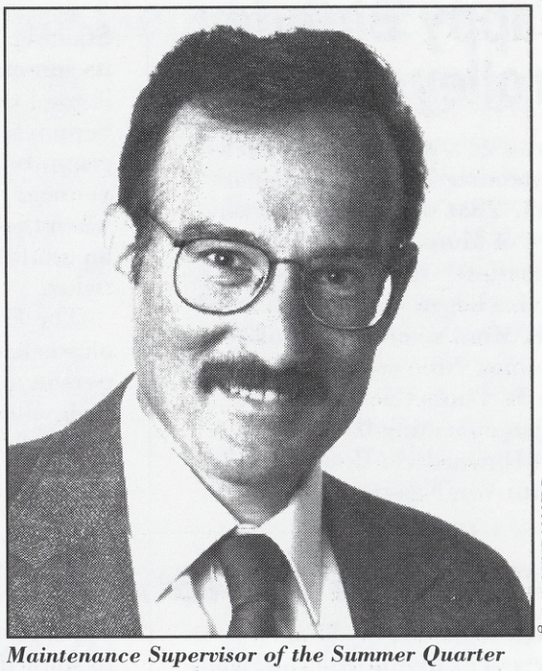

Photo: Kurt Wong

Maintenance Supervisor of the Summer Quarter Henry Scholz of Green Division.

Maintenance Supervisor of the Summer Quarter

Name:	Henry Scholz
Division:	Green
Position:	Electrical Transit Supervisor I (7253)
Years with Muni:	14
Background:	
Birthplace:	San Francisco
Education:	Two years at City College of SF
Previous Employment:	Apprenticeship at Decker Electric Company, Inc.
Marital Status:	Married for five months to Alice
Hobbies & Interests:	Home remodeling, auto repair and Electronics
Words of Wisdom:	"Don't ask anyone to do anything you wouldn't do."

News

Happy Birthday Trolley Coaches

If you're a transit buff, mark September 7th on your calendars. That's the 50th Anniversary of Muni's trolley bus operation. On that day in 1941, service began on the R Howard line, Muni's very first trolley bus line. Nine coaches, built by the St. Louis Car Company, began operating from Beale and Howard via Howard and South Van Ness to Army.

Roadeo Winners

Congratulations to Romeo Arriaza of Flynn Division, who won First Place in the 1991 Muni Bus Roadeo on July 13th. Following Arriaza in Second Place was Rafael Cabrera of Green Division and Manuel Caceres in Third Place, also from Flynn Division.

All three winners will go on to compete in the Northern California Regional Bus Roadeo hosted by the Stockton Metropolitan Transit Authority on Saturday, August 10th. The operator who achieves the highest combined local and regional score will represent Muni at the APTA National Roadeo in Toronto on October 1st.

Bart Offers Summer Family Fare Again

Starting July 4th, BART began its summer Family Fare, which is good through the month of September. Under the program, two children age 12 and younger may ride BART free when they are accompanied by an adult using a full-fare BART ticket.

The Family Fare is good only on weekends and the full-fare person may use a regular or high value blue BART ticket, a BART Plus ticket or a handicapped or senior discount ticket.

Incidentally, the BARTPlus ticket, which has been good on all Muni vehicles since the 1989 earthquake, has been revised to show the logos of all the transit properties on which the ticket is valid. This includes BART, Dumbarton Express, SamTrans, Union City Transit, BART Express, Muni, AC Transit, the County Connection and Santa Clara County Transportation Agency.

Riders Speak

Dear Mr. Stein,

We wish to thank Muni and especially Calvin Watson #2938 and Annette Williams for their support to the American Red Cross.

On June 5, 1991, over 70 people were burned out of their apartments at 6:00 a.m. Muni quickly responded to our request for assistance and transported these people to our office where they could be sheltered and processed into new housing. Mr. Watson made several trips and was a pleasure to work with.

Later on in the day, we determined that three victims with wheelchairs needed to be transported to the bank and then to their hotels. Ms. Williams was able to quickly and efficiently access Paratransit services for us.

We appreciate the Muni Railway's on-going assistance to the people of San Francisco in time of disaster.

Sincerely,
Pete Ashen
Director, Emergency Services

Photo: Gretchen Hildner

First and Second Place 1991 Roadeo winners Romeo Arriaza (left) and Rafael Cabrera (right).

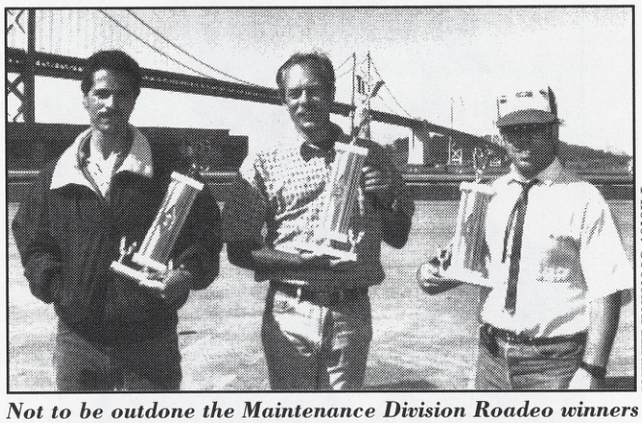

Photo: Gretchen Hildner

Not to be outdone the Maintenance Division Roadeo winners pose with their trophies: (l to r) Tom Nabonne, Second Place, John Martin, First Place, and Martin Ramos, Third Place.

News

Transitions

Reassignments: Deputy General Manager of Transportation Kathy Gilbert has announced the following reassignments at the Division Manager and TM 2 level:

Woods Division	Bonnie Fitzpatrick
Potrero Division	James Stewart
Flynn Division	Alice Fialkin
Presidio Division	James Sauer
Kirkland Division	Robert Johnson
Green Division	Len Olson
Grievance Officer	Edward Jones
Central Control	Richard Conoly

Retired: Green: Harold Blatch, Joseph Mitchell, Oreal Parker, Jr., Thomas Primus; Kirkland: Esau Ferdinand; Potrero: Joseph Groves, Paul Schindler; Presidio: Delaney Armstead

In Memoriam: John Bothwell, Presidio Division Assistant Superintendent, passed away on Wednesday, July 10th, after an extended illness. He came to Muni in 1979 and began his career as a Station Agent for Muni Metro, which opened in 1980. He was then promoted to Transit Supervisor, remaining at Metro, and in 1984 became a TM I, working at Presidio.

Condolences to the family and friends of Mr. Bothwell.

Muni's Service Gets Highest Rating

The *California Transit Guide* has again rated Muni's service as the only five-star transit service in California, out of a total of 171 transit agencies that were rated. This is the second year in a row that Muni received the highest rating.

The rating system is based on how easy a system is to use. No stars indicate an agency's operating hours are limited and service is infrequent; one star indicates poor service due to limited hours or infrequent service and no Sunday service; two stars mean fair service if you're not in a hurry, with minimum or no night service; three stars indicate good daytime service with limited night service; four stars indicate very good service during the day and evening, with some all night service; and five stars mean excellent service day and night until midnight with limited all night service available.

RTA Minority Affairs Committee Receives Award

The Urban Mass Transportation Administration has given the Administrator's Award for Excellence in Human Resource Management to the Bay Area's Regional Transit Association's Minority Affairs Committee.

The award recognizes the committee's outstanding work in developing and administering a model Disadvantaged Business Enterprises (DBE) Certification Program.

The committee members represent the seven RTA member agencies: AC Transit, BART, Central Contra Costa Transit, Golden Gate Transit, SamTrans, Muni and Santa Clara County Transit. Hats off to the PUC's Contract Compliance Director Arnold Baker, who represents Muni on the committee.

Visually Impaired Need Help on Muni

Attention operators: Please remember the following tips on how best to help visually impaired passengers: 1)tell the person your line number and destination before he or she boards; 2)when a blind person boards and asks you to call out a specific stop, please acknowledge the person audibly; 3)when assisting a blind person to a seat, the seat adjacent to the front door is preferable to the one behind the driver, because the person will remain more visible to the driver as a reminder to call the proper stop; 4)place a transfer directly into the person's hand rather than holding it out; 5) call out major cross streets so that the person can anticipate the proximity to his or her requested stop; 6) remember to call out the person's requested stop—being let off at an unfamiliar stop is very disorienting; 7)if there are obstructions in front of the door, let the person know; 8)be sure to inform your relief that a blind person is on board and what stop has been requested; 9)let the person know if the exit is at the curb or in the street; 10) when giving instructions, be specific as to right and left, or forward and backward; 11) when the person gets off, tell him or her what street you are traveling on and whether the stop is nearside or farside.

Join Beat The Back-Up and California Rideshare Week

KPIX Channel 5, News 74 KCBS, the *SF Examiner*, and Rides for Bay Area Commuters have created Beat the Back-Up Day 1991, in cooperation with a host of other local sponsors to encourage commuters to use alternatives to driving alone.

On Tuesday, September 24th, during California Rideshare Week (September 23-27), thousands of commuters will pledge to leave their cars at home and try to beat the back-up by ridesharing in a carpool or vanpool, taking public transit, bicycling, walking or by telecommuting. Last year alone, more than 146,000 otherwise solo drivers pledged to try such transportation alternatives during California Rideshare Week. Help raise that number this year. Don't drive alone on September 24th. Fill in and send in the pledge card below and you are automatically entered in a contest in which you could win a trip to Puerto Vallarta, Maui or Kauai.

You've nothing to lose but smog, stress and higher gasoline bills!

_____ Yes! Enter me in the contest. I pledge to share the ride on Tuesday, September 24th.

RIDESHARE WEEK
Keep California Moving
SEPTEMBER 23-27, 1991

(Please print)

Instead of driving alone I will:

___ Carpool ___Vanpool ___Walk/Jog
___ Bicycle ___Transit ___Work at Home
___ Other: _____

How do you usually get to work?

___ Drive alone ___Vanpool ___Carpool ___Bicycle
___ Bus/Other transit ___Walk ___Dropped off ___Motorcycle
___ Other: _____

Name _____
Home address _____
City _____ *Zip* _____
Cross streets nearest my home _____
Mailing address _____
City _____ *Zip* _____
Home phone _____
Daytime phone _____
Employer _____
Work address _____
City _____ *Zip* _____
Cross streets nearest my work _____
Where did you get this card? _____

Mail to: Rides, 60 Spear st. #650, S.F., CA 94105-1512

New Deputies *Cont. from pg. 1*

Muni. He was a transit operator for the Railway in the seventies, working out of the Kirkland, Presidio, and Cable Car Divisions, and he served as Assistant to the General Manager of Public Utilities under Dick Sklar in the early eighties, giving much of his attention to the operation of Muni.

He also served as Principal Consultant/Chief of Staff to three California Assemblymen in Sacramento for eight years and was at one time administrative assistant to Mayor Art Agnos when the Mayor was an Assemblyman.

Mr. Chin holds a B.A. in Sociology from San Francisco State University and has done graduate work in urban studies, and urban design and architecture at San Francisco State and the University of California, Berkeley.

As Deputy General Manager of Administration, Mr. Chin oversees the activities of the Community Affairs Department, Elderly and Handicapped Services, Graffiti Prevention and Strategic Planning.

Congratulations to both Ms. Gilbert and Mr. Chin. Please give them your support and cooperation.

Credits

The Muni Memo is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

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